

PROJECT STATUS REPORT

Digital Government Projects
Department of Licensing (DOL)

Report as of Date:
November 2001

MOSTD Staff: Andy Marcelia

Description: The Digital Government Pool was established in Section 711, Laws of 2000, and provide the Governor with a pool of funds to allow agencies to undertake digital government/electronic commerce initiatives. Digital government is the effort to make state services more accessible through the use of Internet technology. The Legislature provided \$10 million for the digital government pool. From this pool, the Department of Licensing (DOL) received approval and funding to implement its Internet Payment Options (IPO) projects. DOL coordinated the resources and activities of their IPO projects to ensure: establishment of a common infrastructure to support IPO project requirements; purchase of system components to meet the infrastructure requirements; design and development of IPO applications; 24 hour, seven day a week access to IPO applications; and credit card acceptance as a method of payment that is not available for in-person transactions. The approved projects included:

PROJECT	Original Budget	Budget April 2001	Actual Expenditures	Completion Date
DOL IPO Master License Service	\$1,510,712	\$966,146	\$1,194,510	Dec 2000
DOL IPO Corporate Renewals	\$400,000	\$540,000	\$564,975	June 2001
DOL IPO Vehicle License Tab Renewal	\$2,533,288	\$1,995,316	\$1,953,681	May 2001
New Projects – April 2001		\$942,538	\$719,814	
TOTALS	\$4,444,000	\$4,444,000	\$4,432,980	

IPO Master License Service: Project Complete

Project Director: Jackie Dimonde

Executive Sponsor: Gerry McDougall

Description: The Master License Service (MLS) project enables a business to complete a master business license application and/or trade name registration and make a credit card payment over the Internet. The application interfaces with the legacy Master License and Revenue Reconciliation applications.

Technology: Technology is Microsoft web application framework using Windows 2000 Advanced Server, SQL Server 7.0 Enterprise, and Internet Information Server 5.0 (IIS). The application was developed using HTML, ASP, XML, and Visual Basic COM objects. CyberSource provides credit card validation. DOL signed a contract with Puget Sound Systems Group (PSSG) for development of the system. During the project, PSSG was purchased by LOGICAL, which is headquartered in the United Kingdom.

Status: This project was completed under budget and on schedule on December 29, 2000.

IPO Corporate Renewals: Project Complete**Project Director:** John Foulkes**Executive Sponsor:** Gerry McDougall

Description: The MLS also accepts Profit Corporation and Limited Liability Company license renewals on behalf of the Office of the Secretary of State. Over 130,000 of these licenses are renewed in Washington each year. The renewal process is a straight-forward e-commerce process only requiring fee payment and update of officer and corporate information.

Technology: The project uses the common e-commerce architecture established by the MLS and the Vehicle Tabs IPO projects. It utilizes the existing DIS network and security infrastructure and standards, and the new credit card processing services.

Status: The project was completed in June 2001 on schedule and on budget. The reception of the product is very positive. The initial six weeks of offering renewals on-line resulted in over 1,000 applications submitted.

IPO Vehicle License Tab Renewal: Project Complete**Project Director:** Bill Kehoe**Executive Sponsor:** Nancy Kelly

Description: The IPO Vehicle License Tab Renewal project implemented a vehicle license tab renewal application that allows a vehicle's registration to be renewed over the Internet using credit cards for payment. The tabs are mailed to their owner or the owners can opt to pick up the tabs at a county auditor's office or at a subagent office of their choice.

Technology: The project shares a common e-commerce architecture with the MLS IPO project that use the existing DIS network and security infrastructure and standards. The Vehicle License Tab Renewal application is a distributed application that integrates new functionality on the web server environment with existing and new functionality on the HP 3000 and Unisys platforms. The project integrates web transactions to the appropriate county auditor or subagent office for final processing.

Status: The IPO Vehicle License Tab Renewal project proceeded according to schedule and under budget. Implementation was on May 29, 2001

As of November 6, 2001, over 62,538 Internet vehicle tabs renewals have been processed with volumes growing each month; 49% of renewals are from King County (30,510). The U.S. Mail is the preferred delivery method (55,775), compared to individual pickup at a county auditor or sub-agent office (6,764).

DOL completed all three IPO projects \$942,538 under the projected budget. In April 2001, DOL reported this to the Office of Financial Management and received approval to allocate the savings to other IPO infrastructure and application investments provided they were completed by June 30, 2001.

Recommendation: None. All projects are complete. This is the final report.